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Enhancement
Program

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OFFICE OF HUMAN SERVICES



Career Enhancement Program - Goal and Objectives

While in pursuit of professionalism and excellence, outside influences may negatively impact our ability to effectively execute the duties and responsibilities with which we are charged as members of the Illinois State Police. Identified within our ranks, for example, are employees who are not courteous to the public nor congenial to fellow workers. The goal of the Career Enhancement Program is to adjust attitudes and behaviors as an alternative to the disciplinary process. The program also examines the nature of communication and confrontation, develops techniques for self-exploration, and provides participants with strategies for identifying and managing conflict. The Career Enhancement Program (CEP) will:

- identify high risk personnel prior to encountering major difficulties and redirect their energies toward positive, rewarding activity.
- facilitate self-exploration through candid discussion, thus creating a positive plan of action for each participant.

- identify employees who display behavior consistent with job-related stress or burn-out and modify the behavior before it becomes detrimental.
- detect employees experiencing personal difficulties at an early stage so remedies can be implemented to avert conduct detrimental to the employee, his/her family, the department and the public he/she serves.



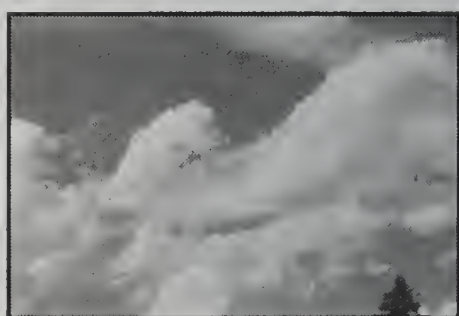
Career Enhancement Program - Entry

Access to CEP is multi-dimensional for both sworn and code personnel. Self-referral reveals a desire on the employee's part to seek assistance, but referrals from supervisors, peers, counselors and other entities will be considered.

A review of citizen complaints, crash reports, inappropriate use of force incidents, personnel complaints, civil suits and cases of issued discipline will also be taken under consideration when selecting sworn personnel for this program.

Staff of the Office of Human Services will work in concert with trained professionals to develop a plan to assist the employee in deficient areas.

Career Enhancement Program - Alternatives/ Options



Numerous alternatives and resources are available to the CEP candidate including counseling, peer support, the chaplain program, psychological services and the employee assistance program. If the employee has a technical deficiency (e.g., driving, shooting), specialized or remedial training may be recommended.



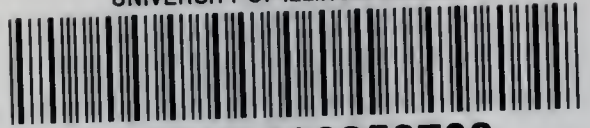
Career Enhancement Program - Evaluation/ Follow-up/ Completion

Once a corrective action plan/program is developed, the employee is directed to participate; participation is not optional. Supervisors will be contacted by the CEP coordinator following the training to obtain feed back on the individuals performance since completion of the course. Individuals will be

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contacted within three months upon completion of the course to assess their feelings about the effectiveness of the training they received. All records and documentation relative to any employee assistance rendered to the individual will be kept confidential and consistent with current department policy. For further information please contact the

Human Resource
C o m m a n d ,
Diversity Resource
Bureau, Office of
Human Services at
(800) 237-7987.

